1	2	3	4	5
9	Jaipur Nagaur Aanchlik Kshetriya Gramin Bank	37.45		
10	Thar Aanchalik Gramin Bank	71.37		
11	Jaipur Thar Gramin Bank	45.11	50.73	52.27
12	Marwar Gramin Bank	42.21	50.38	
13	Mewar Aanchalik Gramin Bank	30.45	27.56	25.03
14	Alwar Bharatpur Aanchlik Gramin Bank	75.80		
15	Shekahawati Gramin Bank	51.95		
16	Rajasthan Gramin Bank	62.92	66.88	72.49
17	Sriganganagar Kshetriya Gramin Bank	103.47	116.05	
18	MGB Gramin Bank			72.68

Branches of SBI in Uttar Pradesh

1557. MAULANA OBAIDULLAH KHAN AZMI: Will the Minister of FINANCE be pleased to state:

(a) the details of branches of State Bank of India (SBI) in Uttar Pradesh, district-wise;

(b) the branches which are fully computerised and where ATMs have been installed;

(c) the branches where efficiency and customer-friendliness is backing and those which do not have adequate space and where computer often go out of order;

(d) the brances which fulfil the criterion for being upgraded;

(e) the branches where inspections have recently been made by seniors officers and what are their findings;

(f) the branches where customer satisfaction has been assessed/surveyed; and

(g) the steps taken/being taken to provide the expected facilities and solve the problems of customers?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL): (a) As reported by the State Bank of India (SBI) district-wise details of number of branches of SBI functioning in Uttar Pradesh are given in the statement (*See* below).

(b) All SBI branches functioning in the State are computerised and ATMs are installed at 463 branches.

(c) Efficiency and customer-friendliness of these branches are reported to be satisfactory at all branches at present. However, a few branches viz., Indra Nagar, Behta Saboli (Lucknow), Deewan Ganj,Katra Gulasbsingh, Nanauti, Lilapur Sangramgarh, Mandhata, Ramganj (Pratapgarh), Ramnagar, Sonpur (Balrampur), Bisnupur (Gonda),N. D. University, Pithala (Faizabad), Akbarpur, ADB Akbarpur (Ambedkarnagar), Urdu Bazar, Padri Bazar, Barhi, Rajdhani, Surajkund (Gorakhpur) and Shivaji Nagar (Varanasi) require changes in premises due to the shortage of space. In general, branches have now more space for customers due to computersation, centeralization of process and introduction of ATMs. Computers at all branches are running satisfactorily. There is no case of computers often going out of order in these branches.

(d) Out of total 1157 branches functioning in the State, 739 have been upgraded for banking solution for All India connectivity.

(e) The process of inspection of branches is an on-going exercise and branches undergo inspection on periodical intervals and irregularities/deficiencies, if any, pointed out are dealt with promptly and according to their merit.

(f) Customer's satisfaction survey is conducted on selected branches on quarterly basis by SBI and irregularities/deficiencies, if any, pointed out are dealt with promptly. During the quarter ended September 2007, 712 branches have been surveyed.

(g) The SBI has initiated steps to upgrade all branches to core banking to provide the best of banking services to all its customers in the State. Besides the toll free telephone lines in the nature of 'helpline' are provided for registering customer complaints. Customers grievance redressal cells operate at Lucknow and at Local Head Office, New Delhi, for quick resolution of complaints.

Statement

District-wise details of Number of branches of State Bank of India functioning in Uttar Pradesh

Sl. No.	District	Number of Branch
1	2	3
1.	Bareilly	21
2.	Bijnore	20
3.	Budaun	25
4.	Hardoi	11
5.	Jyotibaphule Nagar	7
6.	Moradabad	21
7.	Pilibhit	13
8.	Rampur	12
9.	Shahjahanpur	15
10.	Azamgarh	16
11.	Basti	23
12.	Deoria	10
13	Gorakhpur	44
14.	Kushi Nagar	5
15.	Maharajganj	25
16.	Mau	5
17.	Sant Kabirdas Nagar	12
18.	Siddhartha Nagar	30
19.	Auraiya	5
20.	Banda	4
21.	Chitrakoot	2
22.	Etawah	15
23.	Farrukkhabad	5
24.	Fatehpur	16
25.	Hamirpur	8
26.	Jalaun	8
27.	Jhansi	20
28.	Kannauj	7

1	2	3
29.	Kanpur	73
30.	Kanpur Dehat	14
31.	Lalitpur	5
32.	Mahoba	4
33.	Unnao	10
34.	Ambedkar Nagar	6
35.	Bahraich	9
36.	Balrampur	10
37.	Barabanki	9
38.	Faizabad	8
39.	Gonda	14
40.	Lakhimpur Kheri	12
41.	Lucknow	50
42.	Pratapgarh	26
43.	Rae Bareli	10
44.	Sitapur	10
45.	Sultanpur	11
46.	Allahabad	48
47.	Ballia	16
48.	Chandauli	9
49.	Ghazipur	9
50.	Jaunpur	15
51.	Kaushambi	10
52.	Mirzapur	6
53.	Sant Ravidas Nagar	4
54.	Sonebhadra	11
55.	Varanasi	39
56.	Agra	38
57.	Mainpuri	9
58.	Aligarh	21
59.	Etah	21
60.	Hathras	9
61.	Firozabad	13
62.	Mathura	31
63.	Meerut	37
64.	Baghpat	9
65.	Bulandshahr	18
66.	Ghaziabad	28
67.	G. Budh Nagar	16
68.	Muzzafar Nagar	32
69.	Saharanpur	22
	TOTAL	1157